



Legendary Reliability™

APC Global Services

1-Year On-Site Service

Back-UPS®, Smart-UPS® & Smart-UPS® RT

-The right people, the right place, the right time

This service provides APC authorized service personnel at the customer's location within a specified period of time. This service offering includes parts, internal batteries (if applicable), labor and travel. The On-Site Service from APC is available in three different configurations that allow the customer to determine how quickly APC should arrive on site for an unscheduled visit or emergency situation:

- **1-Year Next Day On-Site Service**
 - o If deemed necessary, APC will provide authorized personnel on site next day, including weekends and holidays
- **1-Year Next Business Day On-Site Service**
 - o If deemed necessary, APC will provide authorized personnel on site next business day. Next business day is defined as Monday through Friday, 9am to 5pm – excluding holidays
- **1-Year On-Site Service with Best Endeavor Response**
 - o If deemed necessary, APC will provide authorized personnel on site on a best endeavor response basis during normal business hours

Benefits to Customer:

- Frees customer resources to concentrate on core business objectives
- Security of quick response in an emergency situation
- Varying levels of response time to meet customer's needs

Important Points:

- On-Site Service not available in all locations. Please consult your local AGS representative for availability
- Must purchase one On-Site Service contract per unit or extended battery pack
- The On-Site Service must be purchased before expiration of unit factory warranty or current APC service program
- The 1-Year On-Site Service can be purchased to provide up to a maximum of 3 years coverage beyond factory warranty